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Boost efficiency. Ensure success.

INIT presents IT solutions to increase operational efficiency at IT-TRANS

Karlsruhe, 21 February 2024

At IT-TRANS, from 14 to 16 May 2024 at Messe Karlsruhe, INIT, worldwide leading provider of integrated IT solutions for public transport, will present the enhancements in its modular planning, scheduling, telematics and ticketing system, MOBILE, at Booth 1F5. **The focus will be on solutions that enable public transport companies to increase their operational efficiency, automate their processes and ultimately reduce the workload for their employees.** This can help create the financial opportunities to make further improvements in service quality.

Software-as-a-Service enables efficient ticket sales

TaaS, INIT's SaaS-based sales channel, makes ticketing easy – for passengers and public transport companies alike. Passengers will be able to pay for their ride by simply tapping their bank/credit card or smartphone on a ticket terminal when boarding and alighting (check-in/check-out). Their travel authorization is then secured contactlessly using the **cEMV process** (credit card manufacturers' public transport application). INIT's background system ensures that they always pay the cheapest fare.

This eliminates the need for passengers to familiarize themselves with the public transport company's fare system – previously one of the biggest hurdles for occasional travelers, tourists and business travelers. What's more, customers simply use the means of payment that they already have with them and do not have to register.

Public transport companies can quickly introduce the cloud-based solution hosted by INIT. They simply set the tariffs they want to offer via this sales channel using a browser application, which also gives them permanent access to their sales and turnover figures. The platform processes all the payment transactions, without any further intervention required.

Public transport companies can also offer the software-as-a-service solution as part of a target group orientated multi-channel strategy in addition to an existing ticketing system, thereby reducing cash handling and increasing the efficiency of their sales processes.

Automation increases efficiency in incident management and passenger information

Assistance systems as well as the automation of processes are extremely suitable in order to increase work efficiency. Both methods are utilized by **RESPONSEassist**, INIT's automated incident management and multi-channel passenger information system. It generates the passenger information for all channels automatically on the basis of predefined texts – tailored to the individual demands of the individual channel – and facilitates the distribution to all channels with a single click. This allows dispatchers to focus on their core competence – incident management.

But also in this respect **RESPONSEassist** provides a completely new level of support: incidents can be resolved much more efficiently using standard operating procedures stored in forms than with conventional methods. The operating documentation is automatically created at the same time.

Services allow to concentrate on core competencies

Public transport companies rely on complex, up-to-date IT systems that work around the clock. These systems can create a lot of work for public transport operators, but this work does not necessarily have to be carried out by the company's own employees. INIT supports them with external experts who maintain a constant overview of the company's IT systems, intervene where necessary to ensure system availability and advise on possible efficiency improvements. These support options are divided into the following service offerings: monitoring, maintenance, system management and IT, change management and administration. In the area of administration INIT also manages data maintenance, for fare data and devices, for example.

Numerous public transport companies worldwide already enjoy the benefits of INIT's operational services – and can concentrate on their core business.

Increasing efficiency and service quality altogether

Artificial intelligence and machine learning are important “drivers of innovation” in INIT systems. INIT's MOBILEguide crowd and occupancy management solution also benefits from this. Using a process that has been patented, the system not only takes into account the current vehicle occupancy rate, but also the number of passengers expected to alight at the respective stops, resulting in more reliable information than was ever available with previous solutions.

This information allows passengers to choose less busy connections. In addition, the information can be processed for specific carriages and used in railway systems to ensure a better distribution of passengers in individual carriages and at platforms. Passengers can be advised to wait and board wherever seats are expected to be available, which ultimately reduces boarding and alighting times. This can open up opportunities to increase the efficiency of the existing infrastructure by adapting the headway.

Efficiently introducing and deploying e-buses

Electromobility represents a massive technology shift that must first be fully understood. Even before the first e-buses are purchased, various deployment scenarios should be simulated and the effects on investments, operating costs and operations should be assessed. Only in this way can investments and operating resources be utilized as efficiently as possible to gain the maximum efficiency. This is made possible by the simulation module of the **eMOBILE-PLAN** planning solution.

It can be used in advance, to determine the public transport company's most appropriate charging concept and identify suitable blocks for the use of e-buses. Even in the introductory phase, when only minimal practical experience or none at all has been gained, simulation provides further important findings to help minimize risks and use existing e-buses as efficiently as possible.

eMOBILE-PLAN is part of the comprehensive **eMOBILE** product suite. This includes the extension of the **eMOBILE-ITCS** Intermodal Transport Control System, which, together with the **MOBILErange** range forecast, enables precise knowledge and monitoring of the state of charge and remaining range. The suite also includes the depot management system **eMOBILE-DMS**, which ensures the optimized provision of e-buses and cost-efficient charging processes, and the charge management system **MOBILEcharge**, which enables and implements cost-optimized charging strategies.

IT support on a whole new level

Various savings offers, e. g. Germany's nationwide valid Deutschlandticket, have made public transport more financially attractive for existing and potential passengers. However, financing these incentives has led to a shortage of revenue. This hinders investments in service quality - that remain a key reason for switching to bus and rail. It is good that this challenge can be overcome with technological support – for example, with the automation of tasks and processes, with assistance systems that make tasks easier for employees, or with solutions that make best use of existing infrastructure and available resources.

INIT uses these technologies to help public transport companies free up resources by increasing their operational efficiency, allowing them to improve service quality.

Detailed information on all these solutions will be available to visitors to INIT's booth 1F5.

Caption 1: With RESPONSEassist, passenger information channels can be operated quickly and uniformly with a single click. In addition, the integrated assistance system enables dispatchers to process disruptions more quickly. (© INIT)

Caption 2: TaaS enables access to public transport with the help of bank and credit cards, even for occasional travellers who do not want to have to understand the fare system. (© INIT)

Caption 3: How busy is the bus I want to take? MOBILEguide will give passengers accurate information. (© INIT)

About INIT

As a worldwide leading supplier of integrated planning, dispatching, telematics and ticketing systems for buses and trains, INIT has been assisting transport companies in making public transport more attractive, reliable and more efficient for more than 40 years. Today, more than 1,100 transport providers rely on INIT's innovative hard- and software solutions.

The unique selling proposition of INIT's integrated telematics system MOBILE is that it comprises all of the daily tasks of public transport providers:

- Planning & Dispatching
- Ticketing & Fare Management
- Operations Control & Real-Time Passenger Information
- Analysing & Optimising

With INIT's integrated solutions, transport companies can master all requirements of electromobility and strengthen their role as mobility broker of their region by establishing a mobility platform. Third-party systems can also be easily integrated thanks to the open and standardized interfaces. An excellent package of operational services completes the INIT offering.

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